

An authoring tool assists an author in building an automated diagnostic system. The authoring tool includes a cause editor interface, an action editor interface and a question editor interface. The cause editor interface allows an author to place, in a cause data structure, information pertaining to causes. The action editor interface allows an author to place, in an action data structure, information pertaining to actions that can be taken in response to the causes. The question editor interface allows an author to place, in a question data structure, information pertaining to questions that can be asked a user of the product to help identify causes.